

What if I do not agree with the evaluation/assessment, eligibility decision, IFSP, or other issue?

If you feel that you or your child has not received the rights and services in this brochure, there are several ways to address your concerns. All are free, and your child will continue to receive the early intervention services you have agreed to during the process.

- **Mediation:** A meeting with a neutral person (a mediator) to talk about the problem and try to come up with a solution that is acceptable to the parents/family and the agency(s).
- **An Administrative Hearing:** A formal process with a neutral person (a hearing officer) who listens to the family and the agency(s) and decides who is right and how to resolve the problem. Your hearing request must be written, signed and explain your complaint. Mail or give the request to the director of your child's ITEIP program.
- **A Citizen's Complaint:** Any person or organization may file a complaint about any violation of the law, policies or procedures. Your complaint must be written, signed, and explain the violation. Mail the complaint to the State ITEIP office at the address on this brochure. The State ITEIP office will investigate, respond to you, and take appropriate action within 60 days of receiving the complaint.

If you need more information about your rights, contact a Family Resources Coordinator at:

or the Washington State Infant Toddler Early Intervention Program at:

Department of Social & Health Services
P.O. Box 45201
Olympia, Washington 98504-5201
VOICE (360) 725-3500
TTY (360) 407-1087
FAX (360) 725-3523
www.dshs.wa.gov/iteip/

Discrimination is prohibited in all programs and activities. No one shall be excluded on the basis of race, color, religion, creed, national origin, gender, age or handicap.



DSHS 22-091(X) (Rev. 12/09)

Parent RIGHTS

*Washington State
Infant Toddler
Early Intervention
Program for Children
Birth to Three with
Disabilities and Their
Families*

**Procedural Safeguards Under the
Individuals with Disabilities
Education Act (IDEA)
Part C Early Intervention Services**

What is the Infant Toddler Early Intervention Program (ITEIP)?

This program provides services to infants and toddlers age birth to three (and their families) who need early intervention services due to a developmental delay or a diagnosed physical or mental condition that is highly likely to result in a developmental delay.

If I think my child might need ITEIP services, how do I get started?

A Family Resources Coordinator (FRC) will get you started with ITEIP and guide you through the process. The FRC will help your family identify needs, priorities, and resources related to your infant's or toddler's development. FRC contact information is on the back page of this brochure, or call the Family Health Hotline at 1-800-322-2588 (calls can be answered in English, Spanish, or other languages).



How does ITEIP work?

ITEIP services start with three important steps:

- 1) **Early Identification Screening:** This is a screening done by people trained to determine if your child is developing like other children.
- 2) **Evaluation and Assessment:** If the screening shows a possible developmental delay, an evaluation will find out more details about how your child is developing. An assessment finds out what kind of services your child needs.
- 3) **Eligibility:** The evaluation and assessment will determine if your child is eligible for early intervention services. Eligibility depends on the severity and type of your child's developmental delay. The FRC can explain the eligibility decision to you.

What will happen if my child is eligible for services?

An Individualized Family Service Plan (IFSP) will identify the services you and your child will receive based on your resources, priorities, and concerns. The IFSP is very important and is developed by you and a team of professionals. Services must be provided in settings that are natural or normal for other children who do not have disabilities, as long as that is appropriate.



What early intervention services are available?

Depending on your child's needs, the IFSP may include the following services:

- Assistive technology devices and services (Items used to maintain or improve your child's functional capabilities. Hearing aids are one example.)
- Audiology (hearing) services
- Family training, counseling, and home visits
- Health services necessary for the child to benefit from other services
- Medical services to diagnose or evaluate needs
- Nursing services
- Nutrition services
- Occupational therapy
- Physical therapy
- Psychological services
- Social work services
- Special instruction
- Speech-language therapy
- Transportation necessary for child and family to receive services
- Vision services

What other rights do I have?

In addition to the other rights and services explained in this brochure, you also have the right to:

- Accept or refuse any early intervention service.
- Have all personally identifiable information about you and your child kept confidential.
- Review and correct records about your child and family.
- Receive notices in your native language, unless it is not feasible.
- Participate in meetings about your child's assessment, placement in early intervention services, or change to those services.
- Have ITEIP assign someone to seek services for a child if no parent is identified or the child is a ward of the state.

